

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Review, 2012

Docket No. ACR2012

CHAIRMAN'S INFORMATION REQUEST NO. 6

(Issued January 28, 2013)

To clarify the Postal Service's Annual Compliance Report, filed December 28, 2012, the Postal Service is requested to provide written responses to the following questions. Answers should be provided to individual questions as soon as they are developed, but no later than February 7, 2013.

1. Please explain how the 2013 Performance Plan "cover[s] each program activity set forth in the Postal Service budget...." 39 U.S.C. § 2803(a). "Program activity" means "a specific activity related to the mission of the Postal Service." § 2801(5).
2. The 2013 Performance Plan must establish "performance goals" defining the level of performance to be achieved by a program activity. 39 U.S.C. § 2803(a)(1).
 - a. Please list the performance goals in the 2013 Performance Plan.
 - b. Please "briefly describe the operational processes, skills and technology, and the human, capital, information, or other resources required to meet the performance goals." § 2803(a)(3).

3. Please list the “performance indicators” used in measuring or assessing the relevant outputs, service levels, and outcomes of each program activity. 39 U.S.C. § 2803(a)(4).
4. In FY 2012, service performance scores for Single-Piece First Class Mail Overnight and Three Day did not meet FY 2012 targets.
 - a. Please explain why the targets were not met.
 - b. Please describe the plans and schedules for achieving the FY 2013 targets.
5. In FY 2012, Deliveries per Work Hour of 41.0 did not meet the FY 2012 target of 42.2.
 - a. Please explain why the target was not met.
 - b. Please describe the plans and schedules for achieving the FY 2013 target.
6. Please identify where the 2012 Report provides “the summary findings of those program evaluations completed during” FY 2012. 39 U.S.C. § 2804(d)(4). “Program evaluation” means “an assessment, through objective measurement and systematic analysis, of the manner and extent to which Postal Service programs achieve intended objectives.” § 2801(6).
7. The 2013 Performance Plan sets forth “strategic change initiatives” that involve infrastructure and operations optimization, revenue generation programs, and workplace and workforce initiatives. FY 2012 Comprehensive Statement on Postal Operations, USPS-FY12-17, at 38. Please explain why the strategic

change initiatives differ from the strategic initiatives listed in the 2010 and 2011 Comprehensive Statements of Postal Operations.¹

8. Please provide FY 2013 targets for each of the Cross-Portfolio Performance Metrics on page 39 of the 2012 Comprehensive Statement.
9. Please file under seal the FY 2012 targets, FY 2012 results, and FY 2013 targets for competitive products, including Express Mail, Priority Mail, and Parcel Select.

By the Chairman.

Ruth Y. Goldway

¹ Docket No. ACR2011, 2011 Comprehensive Statement on Postal Operations, USPS-FY11-17, at 30; Docket No. ACR2010, 2010 Comprehensive Statement on Postal Operations, USPS-FY10-17, at 53.